



# **POLICE DISPATCHER/CLERK**

FLSA Status: Non-exempt

Adopted: September 2005

Revised: September 2006, May 2007

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

## **GENERAL DEFINITION**

The Police Dispatcher/Clerk is an entry to journey level non-sworn technical and complex clerical support classification associated with law enforcement support services assigned in the Town Police Department. Police Dispatcher/Clerks learn and perform a variety of responsible records management, communications, and dispatching duties for emergency and non-emergency calls for service. Incumbents are normally expected to solve most work problems independently and to refer to supervisory personnel only those matters which involve policy decisions, technical questions and unusual problems, but do not have independent purchasing authority.

## **DISTINGUISHING CHARACTERISTICS**

Under direction of the Police Communications/Dispatch Supervisor, the assigned duties in this classification range from routine at the entry level to more complex assignments.

## **TYPICAL DUTIES AND RESPONSIBILITIES**

Duties may include, but are not limited to, the following:

- Dispatches police officers to calls for service
- Operates a variety of communication equipment including a multi-channel radio system, telephone, and computer systems
- Receives emergency and non-emergency calls for service
- Determines nature and location of call, determines priority of calls and dispatches units accordingly
- Provides assistance, information and directions to non-emergency callers including but not limited to police, fire, paramedic, animal control, and public utilities calls for service; forwards non-emergency calls to proper personnel or departments
- Maintains awareness of field unit activities; communicates with field units through radio in accordance with Federal Communications Commission (FCC) regulations; maintains status and location of units on patrol
- Retrieves information from State and National computer networks regarding wanted persons, stolen property, vehicle registration, stolen vehicles and other related information
- Enters call information into computer systems; logs and completes call forms, maintains records of calls for service and self-initiated officer activities
- Receives and reviews reports for accuracy; indexes and enters report information into computer; maintains files and produces appropriate correspondence
- Enters and maintains arrest warrants into the appropriate computer systems
- Receives and prepares outside agency teletypes and daily watches bulletins for briefing material

- Maintains accurate audit trail for criminal history information and administrative teletype messages
- Assists in providing training to new dispatch staff and officers; updates and maintains training materials and informational memos
- Assists the public at the front counter; provides information, produces copies of reports and records and responds to general inquiries
- Maintains, sets up and files case folders
- Reviews, processes, and disseminates files of police reports and related documents
- General administrative support functions such as types letters, forms, memoranda, and reports from abbreviated notes/tapes/records
- Transcribes police reports and notes
- General office support functions such as maintains filing systems; screens, sorts and distributes mail; maintains, and when directed, orders office supplies and equipment
- Processes all traffic, criminal and civil subpoenas for department personnel
- Processes warrants as received
- Issues parking permits for Town of Colma residents
- Performs related duties as assigned

## **QUALIFICATIONS**

### **Knowledge of:**

- Fundamental principles, practices, laws, rules and regulations in public personnel administration
- Principles in organization and management
- Methodologies used in maintaining police records and reporting statistics
- Principles of training
- Modern office methods, practices, procedures and computer equipment and software programs; business letter writing; record keeping principles and procedures; department procedures and policies and basic accounting principles

### **Ability to:**

- Communicate clearly and concisely, both orally and in writing
- Collect, compile, and analyze information and data
- Establish and maintain effective relationships with those contacted in the course of work
- Maintain responsibility for proper storage, updating, and release of police records and associated files
- Interpret and apply a variety of rules, regulations, policies and procedures; use good judgment and time management skills in performing a variety of technical and complex clerical assignments
- Perform a variety of research tasks and preparation of statistical records
- Perform assigned duties with speed and accuracy; understand and explain pertinent policies and procedures
- Type accurately at a speed of 35 words per minute
- Compile information and maintain records; maintain confidentiality as necessary

### **Education and Experience**

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- Education: Requires possession of a high school diploma or equivalent
- Experience: Two (2) years of responsible office clerical experience that included significant public contact. Prior dispatching experience is desired.

### **Licenses and Certificates**

- Licenses: Possession of a valid California Class C Driver's License
- Certificates: Ability to complete certification in First Aid and CPR within the first three months of employment.

### **SPECIAL REQUIREMENTS**

A flexible work style, including the ability to work mandatory overtime shifts and successfully work with individuals from diverse backgrounds and professions; strong computer skills with proficiency in a variety of word processing, spreadsheet and database applications; ability to understand, interpret and communicate complex issues, laws, policies and procedures; maintain composure in difficult situations, a commitment to providing excellent customer service.

Ability to work effectively with co-workers, the public, and others by sharing ideas in a constructive and positive manner; listen to and objectively consider ideas and suggestions from others; keep commitments; keep others informed of work progress, timetables, and issues; address problems and issues constructively to find mutually acceptable and practical business solutions; maintain a high level of confidentiality, and work under pressure and in highly stressful situations.

These functions may be performed with or without reasonable accommodation:

- Speaks clearly and understandably
- Reviews reports and correspondence quickly and accurately
- Uses dexterity and vision necessary to operate computer equipment with a high degree of productivity
- On a continuous basis, must sit at a desk and in meetings for long periods of time
- Intermittently twists to reach equipment in their work area
- Performs simple grasping and fine manipulation
- Uses a telephone and two-way radio
- Communicate through written means
- Works under pressure and in highly stressful situations
- Work extended and/or flexible hours including nights, weekends and holidays